

determining, by the second device, second information utilized by the first device, wherein the second information is a first portion of the first information;

D. parsing, by the second device, a second portion of the first information transmitted by the first device using the second information which has been determined to determine a format of the second portion whereby the second portion is parsed, wherein the second portion is different from the first portion; and

diagnosing a condition of the first device by the second device using the second portion which has been parsed.

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43. (Three Times Amended) A system for remotely diagnosing devices, comprising:

M a first device which is remotely diagnosed, including:

means for transmitting first information through a communication channel;

a second device for performing a remote diagnosis of the first device, including:

means for receiving the first information which has been transmitted by the first device;

means for determining second information utilized by the first device, wherein the second information is a first portion of the first information;

means for parsing a second portion of the first information transmitted by the first device using the second information which has been determined to determine a format of the second portion whereby the second portion is parsed, wherein the second portion is different from the first portion; and

means for diagnosing a condition of the first device by the second device using the second portion which has been parsed, wherein the second device has an ability to diagnose different types of devices including different business office devices.

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